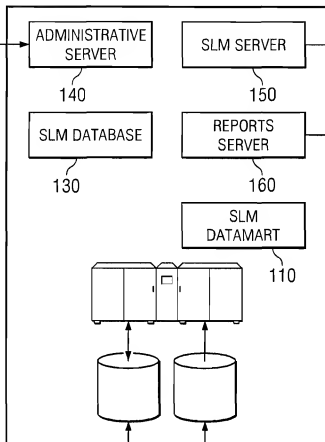


CREATE/CHANGE
SERVICE OFFERINGS
AND CUSTOMER
ORDERSVIOLATION/
TREND
NOTIFICATION

REPORTS

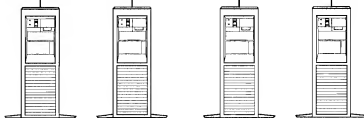
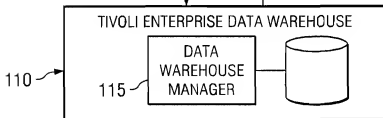


FIG. 1
(Background Art)

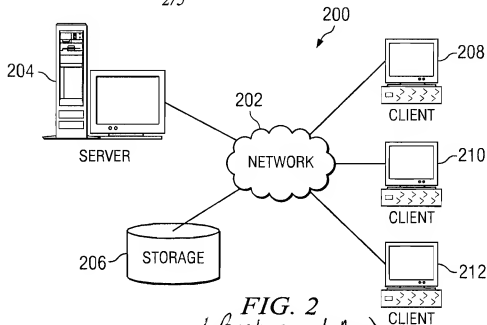


FIG. 2
(Background Art)

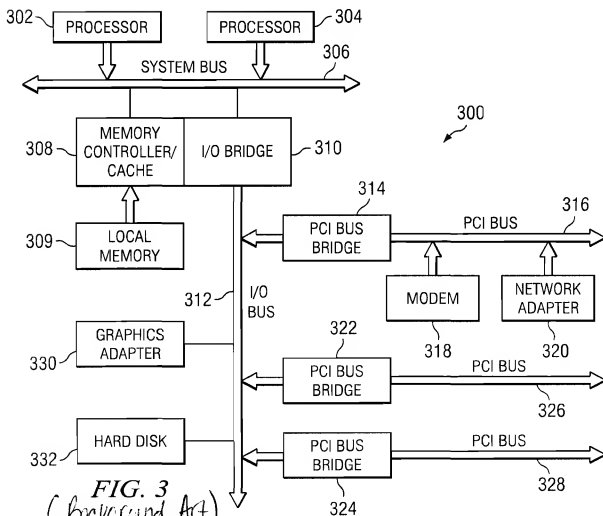


FIG. 3
(Background Art)